USER GUIDE

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GETTING STARTED

If you did not purchase a phone with this SIM card please:

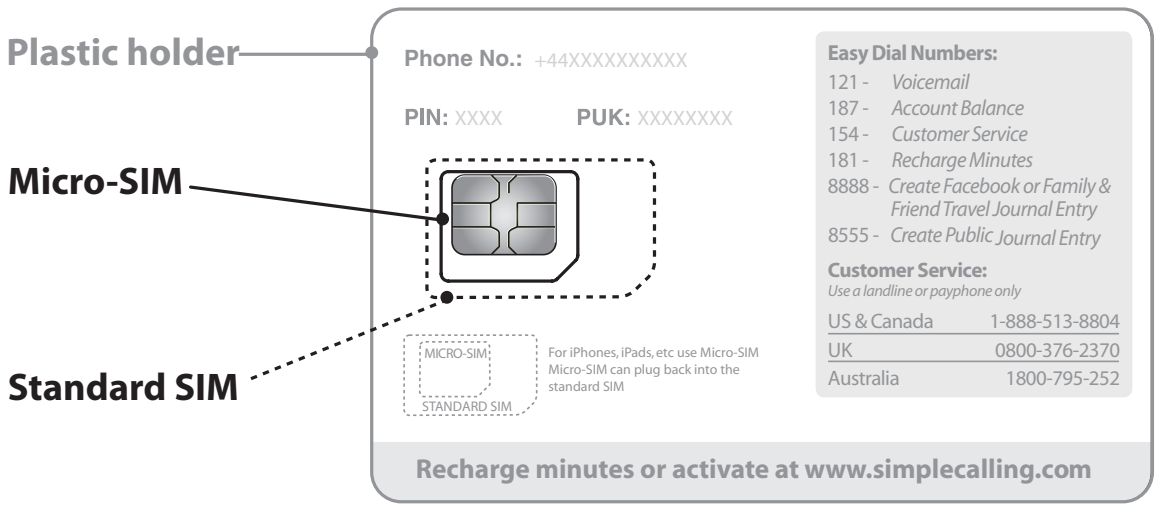
Ensure your Phone is Unlocked

For this service to function your phone must be unlocked. When you originally purchased your phone from your network operator, it's possible that your operator "locked" your phone to prevent its use with other operators' SIM cards. If this is the case, please call your network operator and request an "unlock code". They should unlock the phone but there may be conditions or a cost associated with this. You can find out more information about unlocking your phone or purchasing an "unlock" code for your phone by visiting **www.unlockingcodesforphones.com**.

Insert the SIM card chip

1. Remove your existing SIM card chip and store it in a safe place. On iPhones and iPads the SIM card has a special slot on the top or right hand edge of the phone. The SIM card is located under the battery in most other phones. Remove the battery housing (which is normally the back of the phone), and the battery. You should see the SIM card in a metal bracket. Slide out the SIM card chip.

2. Detach your new SIM card chip from its plastic holder. If you have an iPhone or iPad detach the Micro SIM. For most other phones detach the Standard SIM. If you wish to use the SIM card in another device and that device requires a Standard SIM, simply pop the Micro SIM back into the SIM card holder, apply the included sticker and pop out the Standard SIM. Keep the plastic holder in your purse or wallet because it has your phone number and PIN on it.



3. Carefully insert the SIM card chip into the metal bracket where your old SIM card chip was previously located. Replace the battery and secure the battery housing (for phones other than the iPhone and iPad).

QUICK START

Your service is pre-activated and ready to use

Your **Global** phone number starts with **+44**. This number is printed on the SIM card. This number is based in the British Isles.

Your **US** phone number starts with **+1**. This number is based in the United States.

The US number will be automatically sent to you via text message when you turn the phone on and register with a US network for the first time (or if you purchased this service in the USA, on any network in the world).

Refer to page 5 for two alternative ways to get a US Number.

When turning your phone on:

- Outside North America enter your **PIN** number.
- In **Canada**, **Mexico** and the **United States** enter **2** followed by your **PIN** number.

Your PIN number is 4 digits long and is printed on the SIM card.

Important: Please remember your PIN. Whenever you switch your phone on, you will be asked to enter it. If you enter your PIN incorrectly 3 times your phone will be blocked. You must then enter the PUK to unblock it. The PUK is a number printed on the SIM card, next to the PIN number.

GET USA MOBILE NUMBER

There are two other ways to get a US number:

1. Visit www.rechargeminutes.com

- Click on "Get Number" in the top menu.
- Enter your Global phone number printed on the SIM card and your 4 digit PIN and click on the "Get Number" button.
- On the next page click on the "Get US Number" button.
- Your new USA number will be displayed on the screen. Please take note of it.

2. Use our self service phone menu

- Using a home, work, hotel or pay phone dial the toll-free number of the country where you are calling from:

  i. In the US or Canada dial 1-888-513-8804.

  ii. In Australia dial 1800-795-252.

  iii. In the UK dial 0800-376-2370.

  iv. Refer to page 29 for numbers for other countries.

- When prompted enter your Global phone number (starts with 44) followed by #, then press 2.

- Your US Number will be announced over the phone (have a paper and pen handy) and will also be sent to you via text message.

MAKING A CALL

1. Turn your phone on and when prompted for the **PIN**, enter your 4 digit **PIN**. When the phone registers with an available network it is ready for use. In **Canada**, **Mexico** and the **United States** enter **2** followed by your 4 digit **PIN** and press OK.

2. Dial the country code (**1** for the US and Canada, **44** for the United Kingdom, **61** for Australia), area code and phone number.

Example 1: To call (213) 337-5555 in the US, you need to dial 12133375555

Example 2: To call 03 9010-0225 in Australia, you need to dial 61390100225

You must dial the country code even if you are making a local or national call and drop the leading zero if the number you are calling has one (mobile numbers in Europe often have a leading zero for example). For international calls you need to dial "**+**" preceeding the number you wish to call.

3. Press the call key and please wait. In the United States and Mexico your call will connect normally. Outside of these countries ignore any messages shown on your screen. You will be disconnected for 10 to 30 seconds, and then your phone will call back.

4. Answer the call normally. Your call will be connected after a few seconds.

   If your phone does not ring back, please try again. Make sure you have entered the correct phone number including the country code and wait for up to 60 seconds for your phone to call back.

   If your phone still does not ring back you may need to Configure your phone or use Prefix Calling (please refer to **Handy Hints** page16).

Making a call in Canada

This service works on the Bell Mobility and Telus networks, which have 3G frequencies of 850 and 1900MHz.

Compatible phones include: iPhone (5, 4S, 4, 3GS, 3G), Samsung Galaxy SIII, SII and Note, Nokia N8 and any Smartphones purchased from AT&T in the United States.

If your phone does not have <u>both</u> of these frequencies, you must enter 1 followed by the PIN when turning your phone on.

Please note, you will incur more expensive rates when entering 1 followed by your PIN - visit www.rechargeminutes.com to find out more.

EASY DIAL NUMBERS

187	Account Balance	**181**	Recharge Minutes
154	Customer Service	**103**	Disable Call Forwarding
171	Enable Auto Recharge	**282**	Disable Toll Free Forwarding
373	Enable Toll Free Forwarding	**393**	Disable Auto Recharge
313	Enable Data Connection	**312**	Disable Data Connection
8888	Create an Entry on Facebook or in your Online Travel Journal for Friend Viewing	**8555**	Create an Entry in your Online Travel Journal for Public Viewing
466	Enable Automatic Travel Journal Mapping	**732**	Record or change your Voicemail greeting message
112	Local Emergency Services	**469**	Disable Automatic Travel Journal Mapping
121	Voicemail		

RECEIVING A CALL

There are two ways family & friends can call you at anytime, wherever you may be in the world within our coverage area.

1. They can dial your **US (1)** or **Global (44)** number. If dialing an international number they will need to dial the international direct dialing (IDD) prefix for the country they are calling from first.

2. They can call you toll free (at no charge to themselves).

    i. They need to dial the following toll-free number for the country they are calling from:

USA	1-866-305-6462	Germany	0800-000-6485
Australia	1-800-261-038	France	0805-101-177
United Kingdom	0808-234-7418	Canada	1-866-305-6462

    ii. At the prompt, they enter your **US (1)** or **Global (44)** number.

RECHARGE MINUTES ANYWHERE, ANYTIME!

1. **Online**: Go to **www.rechargeminutes.com** and sign in to your online account with your phone number and PIN to add credit to your service. A minimum recharge value of $10 or £10 or €10 applies.

2. **Direct from your phone**: Dial **181** from your phone and press the send/answer key. Once connected to the recharge line, simply follow the prompts. Have your credit card handy. This call is free of charge. A minimum recharge value of $30 or £20 or €20 applies.

3. **Call 24/7 customer service**: Dial **154** from your phone and press the send/answer key. A minimum recharge value of $30 or £20 or €20 applies. You can also call customer service using a toll free number from a landline or payphone. Please refer to **Customer Service** (page 29).

AUTO RECHARGE

Auto-Recharge automatically recharges your account with a minimum of $30 or £20 or €20 when your balance falls below $5 or £5 or €5. The automatic recharge is instantaneous and you receive a text message when it occurs.

- To enable, dial **171** and press the call, send or OK key.
- To disable, dial **393** and press the call, send or OK key.

You will receive a message saying Auto-Recharge is either enabled or disabled. You can enable or disable Auto-recharge at any time, change the minimum balance or the recharge amount by signing into your online account.

BALANCE ENQUIRY

Dial **187** and press the call, send or OK key (ignoring any messages on the screen). Your account balance will be sent in a text message. No charge applies.

TEXT MESSAGES (SMS)

This service supports international text messaging. Simply compose the text message using your phone

and enter the number you wish to send the message to. Remember to enter the country code (**1** for the US and Canada, **44** for the United Kingdom, **61** for Australia), area code and phone number.

Example 1: To text (213) 337-5555 in the US, you need to dial +12133375555
Example 2: To text 03 9010-0225 in Australia, you need to dial +61390100225

CALLING AND BILLING RECORDS

Records of all your calls, text messages and credit card charges are updated instantaneously in your online account. To access your call records, visit **www.rechargeminutes.com** and sign in with your phone number and PIN. From the top menu, select "My account" and then "Calling history" or "Billing history".

VOICEMAIL

Voicemail is automatically enabled on your account. A caller will be directed to Voicemail if you don't answer the call, if your phone is busy or switched off. You will be sent a text message when you receive a Voicemail. To retrieve your Voicemail messages, dial **121** and follow the voice prompts. To record or change your Voicemail greeting message dial **732** and follow the prompts.

COVERAGE, RATES AND FEATURES

To find out information on coverage, rates and features applicable to your service visit **www.rechargeminutes.com** and sign in with your phone number and PIN. From the top menu, select "My account" and then "My service".

CALL FORWARDING FROM YOUR EXISTING NUMBER

You can forward or divert calls from your existing number to your new phone number by entering a short code in your existing phone.

- Turn your existing phone on.
- Dial ****21*** followed by your new US or Global number, followed by **#**.
  For example ****21***13106516161**#**
- Press 'yes/ok/send'.
- You will either see a message on your screen or receive a text message saying that forwarding has been enabled.
- Turn your phone off and on again for the setting changes to take effect. Calls to your existing number will now be forwarded to your roaming number.

- When you return from your trip, dial **##21#** to disable call forwarding.

Please check with your existing network operator about the cost to forward a call to your new roaming number. For further information on forwarding your existing number visit **www.callforwardinginstructions.com**.

CALL FORWARDING FROM YOUR NEW NUMBER

Calls to your US and Global numbers may be forwarded to any other number, including your existing number. The standard rate for this call applies.

- To enable, dial **102** followed by the country code and number you wish to forward to, then press the call, send or OK key.
- To disable, dial **103**, then press the call, send or OK key.

HANDY HINTS

Configure Your Phone

If the call back does not occur, or if you hear a message saying the call cannot be completed, your handset may not be fully compatible, or may require configuration, as per the following instructions.

- **Motorola Phones** - Select 'Menu', then select 'Services', then select 'Callback', then select 'Smartphone mode' and then select 'Off', then exit.
  or
  Select 'Menu', then select 'Tools', then select 'Services', then select 'Callback', then select 'Smartphone mode' and then select 'Off', then exit.

- **Nokia Phones** - Select 'Menu', then select 'Services', then select 'Callback', then select 'Smartphone mode' and then select 'Off', then exit.

Prefix Calling

- If you are trying to make a call and the call back does not occur or if you hear a message saying the call cannot be completed, please do the following:

  Dial ***126*** followed by the country code, area code and phone number, followed by **#**.

Example 1: If you wish to call 0207-943-2772 in the UK, you would dial ***126***442079432772**#**

Example 2: If you wish to call (213) 337-5555 in the US, you would dial ***126***12133375555**#**

Example 3: If you wish to call 03 9010-0225 in Australia, you would dial ***126***61390100225**#**

Numbers

Your US number remains active and will receive calls and text messages for up to two months after the last use of the service. If you use the service after this two month period you will automatically receive a new US number (it will be sent to you via text message). You can also pay a monthly fee to extend the life of your US number. Simply visit **www.rechargeminutes.com**, click on the 'Get Number' in the top menu, enter your number and PIN, and click on the 'Keep Number' button (in the Account status section).

Your Global (44) number is retained indefinitely as long as you recharge minutes at least once every 15 months.

TROUBLE SHOOTING

Your phone doesn't display a network:

1. If this is the first time you have used the service, check that your phone is unlocked (visit **www.unlockingcodesforphones.com** for more information), and that you have configured your phone if required (refer to **Configure Your Phone** page16).

2. If you incorrectly enter your **PIN**, you will not pick up a network. Please turn your phone off, then on again and re-enter your 4 digit **PIN** printed on the SIM card. In **Canada**, **Mexico** and the **United States** enter **2** followed by the **PIN**.

3. Check that you are in a location that has coverage. If you are in remote countryside or are underground, you may not have coverage.

4. If you think you should have coverage, you may need to change the network. Use you phone's menu to view a list of networks, and change to a different network if one is available. You may need to refer to your handset manual for instructions.

5. For further assistance, please contact our Customer Service.

Your phone displays a network, but you can't make a call:

1. Wait 60 seconds and repeat your call. Enter "**+**" followed by the country code (**1** for the US and Canada, **44** for the United Kingdom, **61** for Australia), area code and phone number you are trying to call. You must dial the country code even if you are making a local or national call and drop the leading zero if the number you are calling has one (mobile numbers in Europe often have a leading zero for example). Do not dial the international prefix of the country you wish to call, it is not required.

2. If you incorrectly enter your **PIN**, you will not pick up a network. Please turn your phone off, then on again and re-enter your 4 digit **PIN** printed on the SIM card. In **Canada**, **Mexico** and the **United States** enter **2** followed by the **PIN**.

3. Some networks in certain locations can be unreliable, particularly if you are moving (on a train, bus or car). Use you phone's menu to view a list of networks, and change to a different network if one is available. You may need to refer to your handset manual for instructions.

4. If you are trying to make a call outside the USA, and the call back does not occur or if you hear a message

saying the call cannot be completed, please use Prefix Calling to make the call (please refer to **Prefix Calling** page16).

5. For further assistance, please contact our Customer Service.

FACEBOOK NOTIFICATIONS

You can link your international phone service to your Facebook account.

- Comments left on your Facebook wall by Family and Friends will automatically be sent to you via text message for free. There is a limit of 20 free messages per day. Comment notifications may be limited to 132 characters

- Your replies to these text messages will be posted on your Facebook wall. You will be charged the standard text message rate.

- You can post updates to your Facebook wall simply by sending the update via text message to 8888. You will be charged the standard text message rate.

If you haven't already setup Facebook notifications you can do so simply by:

- Visit www.rechargeminutes.com
- Sign in using your phone number and PIN
- Click on "My Account" and then click on "Facebook notifications".

ONLINE TRAVEL JOURNAL AND MAP: AN AUTOMATIC RECORD OF YOUR TRIP

You receive a free online Travel Journal and Map with this service. If you have enabled automatic mapping, your online Map will be automatically show where you have been. You can enable automatic mapping by dialing **466**. You can disable automatic mapping by dialing **469** at any time.

Use your phone to create your own entries and personalize your Travel Journal. You can compose a text message about what you are doing or a MMS message (with a photo or audio file attachment) and send it to the Easy Dial number **8888** (for display to family and friends you have invited to access your Travel Journal) or **8555**

(for display to the general public). It is a great way to let family and friends know you have arrived safely at your destination.

Alternatively sign in online when you get home or while traveling, and personalize your Travel Journal using our user friendly web tools. You can upload your own photos, select images from our extensive database, upload MP3 or video recordings you have made on your trip, and write about what you did.

Setup automatic email postcards to share your Travel Journal with Family and Friends. Postcards get automatically generated based on places you have visited, and clicking on them allows your family and friends to view your Travel Journal, see where you are and easily call or text message you. You can also automatically publish your Travel Journal to your Facebook or Twitter account.

Comments left on these Facebok posts are automatically sent to you via text message. Your replies to these texts are posted to your Facebook wall so you can respond to friends straight away if you wish.

To view your Travel Journal, set up family and friend access, or set up Facebook and Twitter publishing, visit **www.rechargeminutes.com** and sign-in with your phone number and PIN.

CONFIGURING YOUR PHONE FOR PREPAID DATA

Prepaid Data is available in over 150 countries (refer to the website for updates on coverage) and allows you to access the internet, Instant Messaging and email from your phone, and send MMS messages (if you phone has these features).

Your phone must be configured to work with our Prepaid Data service. Visit www.rechargeminutes.com, click on "Configure Data & MMS" and follow the prompts. Alternatively refer to the following instructions for specific phone brands.

- **iPhone and iPad** - Tap 'Settings', then tap 'General', then tap 'Network', ensure 'Cellular Data' is on, ensure 'Data Roaming' is on, Tap 'Cellular Data Network', enter the APN as 'mobiledata'. Leave username/password fields blank. Launch Browser. (You may have to switch the phone off and on again).

- **Motorola Phones** - Select 'Menu', select 'Settings', select 'Connectivity', select 'Data Account', select 'GPRS', select 'Options', select 'Add', enter the Account name "ekitdata". Enter the APN as "mobiledata", select 'Done', select 'Yes' to save. Go back to 'Menu', select

'Services', select 'Internet service', select 'Settings', select 'Profiles', enter the Profile name as "Internet", enter the 'Homepage' as http://www.google.com. Select Data account, select 'GPRS', select 'ekitdata', select 'Done', select 'Yes' to save. Highlight 'Internet', select 'Options' and select 'Activate'.

- **Nokia phones** - Select 'Menu', select 'Settings', select 'Configuration', select 'Personal Configuration Settings', select 'Options', select 'Add New', select 'Web'. Select 'Account Name' and change to "ekitdata". Press 'OK'. Select 'Homepage' and enter "http://www.google.com". Press 'OK'. Select 'Use Preferred Access Point' change to 'No'. Select 'Access Point Settings', select 'Bearer Settings', select 'Packet Data Access Point' and change to "mobiledata". Press 'OK'. Go back to "ekitdata", select 'Options' and select 'Activate'.

- **Sony Ericsson phones** - Select 'Menu', select 'Settings', select 'Connectivity', select 'Data Communication', select 'Data Accounts', select 'New Account', select 'GPRS Data', enter an account name like 'data', enter APN as 'mobiledata', select 'Save'.

- **Samsung phones** - Select 'Menu', select 'Internet', select 'Create', select 'Set Name' and enter "ekitdata". Select 'Home URL' and enter http://www.google.com ". Select 'Port' and enter "9201", scroll to 'GPRS settings' and press 'Select'. Select 'Access name' and enter

"mobiledata", press 'Save', select 'ekitdata' as main profile, select 'Save'.

- **LG phones** – Select 'Menu', select 'Internet', select 'Profiles', select 'Options', select 'Add New', enter a name, eg 'Internet' and select 'Ok', in the profiles main menu select 'Options', select 'Settings', enter a valid homepage: http://www.google.com/, select 'Bearer' and choose 'GPRS', select 'GPRS Settings', select 'APN' and enter 'mobiledata', return to the 'Internet' main menu and select 'Home'. *This will launch the web browser.

- **Android** – Select 'Settings', then 'Wireless and network', then select 'Mobile networks'. Ensure 'Data enabled' and 'Data roaming' are ticked. Then select 'Access Point Names', press or tap on the 'Menu' or 'Settings' button and select 'New APN'. Enter the 'Name' as 'ekit' and 'APN' as 'mobiledata'. Press or tap the 'Menu' or 'Settings' button and select 'Save'. Ensure 'ekit' is selected as the preferred APN.

- **Windows 7 phones** – Select 'Settings' then 'Mobile Network' then set 'Data Roaming' to on (if not already) then 'Add APN' then 'enter mobiledata' and 'Save'.

- **Blackberry** – We do not support the prepaid Blackberry email service, although internet access and instant messaging can be configured on your phone. Refer to our website.

Tips

- **Tip 1**: In order to access Prepaid GPRS Data you may need to select a different network from the network on which you make and receive calls. Please refer to our website for information on which provider you will need to select.

- **Tip 2**: In order to access pre-paid 3G Data, you must have a 3G phone and you must select the applicable 3G network operator for the country you are in. Please refer to our website for information on which provider you will need to select.

CONFIGURING YOUR PHONE FOR EMAIL

Please refer to your phone manual for instructions on setting up email, or visit our website.

CONFIGURING YOUR PHONE FOR MMS

If your phone has MMS as a feature, you must configure it as well as configuring Prepaid data before using MMS with our Service. Visit **www.rechargeminutes.com**, click on "Configure Data & MMS" and follow the prompts. Alternatively refer to the following instructions for specific phone brands. (these instructions may not apply to every model of this manufacturer – please refer to your phone manual if the instructions are not applicable).

Please note that this service works for posting MMS messages to your Travel Journal.

- **iPhone** – Tap 'Settings', then tap 'General', then tap 'Network', then tap 'Cellular data network', then enter the APN as 'mobiledata', then enter the MMS APN as 'mobiledata', and then enter MMSC as 'http://mms.ekit.com:8002'. Leave the other fields blank.

- **Motorola Phones** - Select 'Menu', select 'Messaging', select 'Message Settings', select 'Multimedia message', select 'Profiles', select 'Add new', enter Profile name as "ekitmms", enter MMSC address as http://mms.ekit.com:8002/. Select Data account, select 'GPRS', select 'ekitdata', select 'Done' and select 'Yes' to save.

- **Nokia Phones** - Select 'Menu', select 'Settings', select 'Configuration', select 'Personal Configuration Settings', select 'Options', select 'Add New', select 'Multimedia Message', select 'Account Name' and change to "ekitmms". Press 'OK'. Select 'Server Address' and enter "http://mms.ekit.com:8002", Press 'OK'. Select 'Use Preferred Access Point' change to 'No'. Select 'Access Point Settings', select 'Bearer Settings', select 'Packet Data Access Point' and change to "mobiledata". Press 'OK'. Go Back to "ekitmms", select 'Options' and select 'Activate'.

- **Android** - Select 'Settings', then 'Wireless and network', then select 'Mobile networks', then 'Access Point Names', then press or tap on the 'Menu' button and select 'New APN'. Enter the 'Name' as 'ekit', 'APN' as 'mobiledata', 'MMSC' as 'http://mms.ekit.com' and 'MMS port' as '8080'. Press or tap the 'Menu' button and select 'Save'. Ensure 'ekit' is selected as the preferred APN.

- **Samsung phones** - Select 'Menu', select 'Messages', select 'Settings', select 'Multimedia messages', select 'Multimedia message profiles', select 'Options', select 'Create' , select 'Set name' and enter "ekitmms". Select 'Home URL' and enter http://mms.ekit.com:8002/. Select 'Port' and enter "8080". Select 'GPRS setting', select 'Access name' and enter "mobiledata", select 'Save'. When back to the setting page select 'Save. Select 'ekitmms' and select 'Save'.

CUSTOMER SERVICE

To speak to 24 hour, 7 day Customer Service, dial the access number for the country you are calling from.

United States	1-888-513-8804
Australia	1800-795-252
Belgium	0800-49943*
Canada	1888-513-8804
Finland	0800-112-010*
France	0805-113-721*
Germany	0800-000-6484
Greece	00800-127-115
Ireland	1800-932-275
Italy	800-987-324
Netherlands	08000-023-3597
New Zealand	0800-447-870
Spain	800-098-936
Sweden	0200-884-569
Switzerland	0800-561-062
United Kingdom	0800-376-2370
United States	1-888-513-8804

* Press 0# to speak to Customer service.

COUNTRY CODES

Mobile Calling to	Country Code	Mobile Calling to	Country Code
Afghanistan	93	Bosnia and Herzegovina	387
Albania	355	Botswana	267
Algeria	213	Brazil	55
American Samoa	1 684	British Virgin Islands	1 284
Andorra	376	Brunei	673
Angola	244	Bulgaria	359
Anguilla	1 264	Burkina Faso	226
Antarctica	672	Burundi	257
Antigua & Barbuda	1 268	Cambodia	855
Argentina	54	Cameroon	237
Armenia	374	Canada	1
Aruba	297	Canary Islands	34
Ascension Island	247	Cape Verde Islands	238
Australia	61	Cayman Islands	1 345
Austria	43	Central African Republic	236
Azerbaijan	994	Chad	235
Azores	351	Chatham Island	64
Bahamas	1 242	Chile	56
Bahrain	973	Chile (Easter Island)	56
Bangladesh	880	China	86
Barbados	1 246	Christmas Island	61
Belarus	375	Cocos Island	61
Belgium	32	Colombia	57
Belize	501	Comoros	269
Benin	229	Congo	242
Bermuda	1 441	Cook Islands	682
Bhutan	975	Costa Rica	506
Bolivia	591	Croatia	385

Mobile Calling to	Country Code	Mobile Calling to	Country Code
Cuba	53	Germany	49
Cyprus (North)	357	Ghana	233
Cyprus (South)	357	Gibraltar	350
Czech Republic	420	Greece	30
DR Congo	243	Greenland	299
Denmark	45	Grenada	1 473
Diego Garcia	246	Guadeloupe	33
Djibouti	253	Guam	1 671
Dominica	1 767	Guantanamo Bay	1
Dominican Republic	1 809	Guatemala	502
East Timor	670	Guernsey	44
Ecuador	593	Guinea	224
Egypt	20	Guinea Bissau	245
El Salvador	503	Guyana	592
Equatorial Guinea	240	Haiti	509
Eritrea	291	Honduras	504
Estonia	372	Hong Kong	852
Ethiopia	251	Hungary	36
Faeroe Island	298	Iceland	354
Falkland Islands	500	India	91
Fiji	679	Indonesia	62
Finland	358	Iran	98
France	33	Iraq	964
French Guiana	33	Ireland	353
French Polynesia	689	Isle of Man	44
Gabon	241	Israel	972
Gambia	220	Italy	39
Georgia	995	Ivory Coast	225

Mobile Calling to	Country Code	Mobile Calling to	Country Code
Jamaica	1 876	Mauritania	222
Japan	81	Mauritius	230
Jersey	44	Mayotte	262
Jordan	962	Mexico	52
Kazakhstan	7	Micronesia	691
Kenya	254	Midway Island	1
Kiribati	686	Moldova	373
Kosovo	381	Monaco	377
Kuwait	965	Mongolia	976
Kyrgyzstan	996	Montenegro	382
Laos	856	Montserrat	1 664
Latvia	371	Morocco	212
Lebanon	961	Mozambique	258
Lesotho	266	Myanmar	95
Liberia	231	Namibia	264
Libya	218	Nauru	674
Liechtenstein	423	Nepal	977
Lithuania	370	Netherlands	31
Luxembourg	352	Netherlands Antilles	599
Macau	853	New Caledonia	687
Macedonia	389	New Zealand	64
Madagascar	261	Nicaragua	505
Malawi	265	Niger	227
Malaysia	60	Nigeria	234
Maldives	960	Niue	683
Mali	223	Norfolk Islands	672
Malta	356	North Korea	850
Marshall Islands	692	Northern Marianas	1 670

Mobile Calling to	Country Code	Mobile Calling to	Country Code
Norway	47	Sao Tome	239
Oman	968	Saudi Arabia	966
Pakistan	92	Senegal	221
Palau	680	Serbia	381
Palestine	970	Seychelles	248
Panama	507	Sierra Leone	232
Papua New Guinea	675	Singapore	65
Paraguay	595	Slovakia	421
Peru	51	Slovenia	386
Philippines	63	Solomon Islands	677
Pitcairn Islands	870	Somalia	252
Poland	48	South Africa	27
Portugal	351	South Korea	82
Puerto Rico	1	Spain	34
Qatar	974	Sri Lanka	94
Reunion	33	Sudan	249
Romania	40	Suriname	597
Russia	7	Swaziland	268
Rwanda	250	Sweden	46
Saint Barthelemy	590	Switzerland	41
St Helena	290	Syria	963
St Kitts & Nevis	1 869	Taiwan	886
St Lucia	1 758	Tajikistan	992
Saint Martin	1 599	Tanzania	255
St Pierre & Miquelon	508	Thailand	66
St Vincent & The Grenadines	1784	Togo	228
San Marino	378	Tokelau	690

Mobile Calling to	Country Code	Mobile Calling to	Country Code
Tonga	676	Uruguay	598
Trinidad & Tobago	1 868	Us Virgin Islands	1 340
Tunisia	216	Uzbekistan	998
Turkey	90	Vanuatu	678
Turkmenistan	993	Vatican City	39
Turks and Caicos Islands	1649	Venezuela	58
Tuvalu	688	Vietnam	84
Uganda	256	Wallis & Futuna	681
Ukraine	380	Western Samoa	685
United Arab Emirates	971	Yemen	967
United Kingdom	44	Zambia	260
United States	1	Zimbabwe	263

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Mobile Equipment; SIM Card; Telephone Number

You are responsible for your own end material (such as handsets, plug adaptors and chargers) and its proper configuration and installation, in compliance with any regulations and applicable instructions by ekit.com or the manufacturer. You are also responsible for all preparation to install the Service, such as preparing and inserting SIM cards (interface cards) and setting adequate protocols. You agree to follow all instructions to properly insert the SIM card into your mobile phone. You have no right to be assigned or keep a particular phone number. ekit.com has the right to cancel or change any phone number or other address element it may have assigned to you without compensation, if required for operational or technical reasons

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ekit.com offers mobile phone and SIM card users a high degree of coverage via the GSM mobile network. Coverage depends on the network, technical and operational capabilities of the roaming partner. Gaps in coverage may nevertheless be encountered even in areas that are designated as covered, particularly inside buildings or remote areas. Lists and maps of coverage areas are available on the Site. ekit.com will update this information when additional service becomes available. ekit.com will make every effort to provide a high level of availability for its mobile network. However, ekit.com is unable to guarantee continuous, trouble-free operation of its mobile network or certain transmission times or capacities (SMS, for example). ekit.com reserves the right to service its mobile network at any time, which may result in temporary disruptions. No representations or guarantees are made with regard to availability, quality, operation or support for voice or data communication on third-party networks or with third-party lines.

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Charges for the Services

You agree to pay all charges for requested Services in US Dollars. For Services which require pre-payment, you agree to pre-pay for the Service by debiting your credit card the selected amount. The cost of the Service you use will be debited against the prepaid credit using the then current prices for the Service. In the event your charges exceed your pre-paid credit, you agree to pay any amounts owed to ekit.com within seven (7) days from ekit.com's request or ekit.com may immediately suspend the Services. You agree to pay for all charges associated with your account, whether or not the use of your PIN was authorized by you. The charges will be deemed to be correct if they accurately reflect the technical records created by a correctly programmed system. You can request an extract of the Service records in writing (by mail, fax

or email) from Customer Service within forty-five (45) days after the disputed charge. ekit.com reserves the right to change the prices for the Services at any time. The current applicable prices, which are quoted in US Dollars, may be found on the Site or by calling Customer Service.

Off Network Usage

Any deliberate off network usage of the service (an attempt to circumvent the normal operation of the service in order to avoid paying for use) is prohibited. Any off network usage that is recorded will incur a separate surcharge (on top of standard rates):

- $3 per text message
- $3 per minute to make calls and receive calls

This surcharge may not be billed for to 60 days after actual usage.

Expiration and Service De-Activation

Mobile Phones and SIM Cards

Expiration is when the credit balance in your account is set to zero and the ability to use the service to make or receive calls or text messages is de-activated.

The initial included credit balance expires three (3) months after initial use if you have not added additional credit to the account at the time of purchase or after purchase. Any credit balance in your account will expire if you have not made a charged call or sent a charged text message using your account for a period of six (6) months.

The full credit balance (including any remaining initial included call credit) will be automatically re-instated if you recharge your account via Customer Service within twelve (12) months of last use, or purchase a new SIM card from Customer Service after twelve (12) months.

Your US number remains active and will receive calls and text messages for up to two months after the last use of the service. If you use the service after this two month period you will automatically receive a new US number (it will be sent to you via text message). You can also pay a monthly fee to extend the life of your US number. Simply visit www.rechargeminutes.com, click on the 'Get Number' in the top menu, enter your number and PIN, and click on the 'Keep Number' button (in the Account status section).

Your Global (44) number is retained indefinitely as long as you recharge minutes at least once every 12 months.

Return/Refund Policy

Mobile Phones and SIM Cards

ekit.com offers a 100% money-back guarantee of the purchase price (excluding shipping and handling charges) on all mobile phones and SIM cards returned to ekit.com within seven (7) days of receipt. ekit.com will not pay for return shipping costs. All returned products must be returned in "like new" condition, with all original boxes and packing materials, components, manuals, blank warranty cards and other accessories provided by the manufacturer. You must repack the product in its original packaging, along with all manuals, accessories and related materials, and place the packaged product in a protective outer box. ekit.com will only accept product returns that are accompanied by a "return number" issued by Customer Service. Please make sure to include your return number in your package. If a mobile phone is returned in an incomplete, scratched or damaged condition, ekit.com reserves the right to refuse to refund the purchase price and the product will be returned to you. Return shipping and handling costs will be billed to your credit card.

Stolen, Lost or Damaged Mobile Phones and SIM Cards

ekit.com does not offer refunds for stolen, lost or damaged mobile phones or SIM cards. However, any remaining calling credit can be transferred if a new mobile phone or SIM card is purchased from ekit.com. Please contact Customer Service to arrange your calling credit transfer.

Used SIM Cards

ekit.com does not offer refunds for used SIM cards or unused credit.

Repair Policy

Mobile Phones

All defective mobile phones sold by ekit.com must be reported by contacting Customer Service within the following warranty periods:

- New handsets: within six (6) months of purchase

Customer Service will then determine if further analysis needs to be performed on the mobile phone and will advise you if it is necessary to send the mobile phone in order to be analyzed and, if required, repaired. Mobile phones must be sent to the designated ekit.com location at your expense. You must return your mobile phone in "like new" condition, with all original boxes and packing materials, components, manuals, blank warranty cards and other accessories provided by the manufacturer. You must repack the mobile phone in its

original packaging, along with all manuals, accessories and related materials, and place the packaged product in a protective outer box. If the mobile phone cannot be repaired within thirty (30) days from the date the manufacturer receives it from ekit.com, you may receive a replacement. ekit.com will only be responsible for providing adequate information to receive calls, make outgoing calls, send text messages (SMS), data and to add airtime. All repair and warranty inquiries will be answered when the information is available to ekit.com from its suppliers' service centers.

SIM Cards

All defective SIM cards sold by ekit.com must be reported by calling Customer Service within ninety (90) days of purchase. Customer Service will then determine if further analysis needs to be performed on the SIM card and will advise you if it is necessary to send the SIM card in order to be analyzed. The SIM card must be sent to the designated ekit.com location at your expense. You must return your SIM card in "like new" condition, with all original boxes and packing materials, components, manuals, blank warranty cards and other accessories provided by the manufacturer. You must repack the SIM card in its original packaging, along with all manuals, accessories and related materials, and place the packaged product in a protective outer box. If the SIM card cannot be repaired within thirty (30) days from the date the manufacturer receives it from ekit.com, you may receive a replacement. You authorize ekit.com to load data and software onto your SIM card as required.

No Insurance Coverage

ekit.com will not be liable for, nor shall any adjustment, refund or credit of any kind be made as a result of any loss, damage, delay, misdelivery, nondelivery, misinformation or failure to provide information including, but not limited to, any such loss, damage, delay, misdelivery, nondelivery, misinformation or failure to provide information caused by or resulting from:
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27 Drydock Avenue, Fifth Floor
Boston, MA 02210 USA
Phone: 1-617-737-3040
Fax: 1-617-737-3041
Email: info@ekit.com

ekit.com UK Ltd
Suite 4 Neals Corner
2 Bath Road
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Middlesex TW3 3HJ, United Kingdom
Fax: 44-20-8572-7039

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October 2012